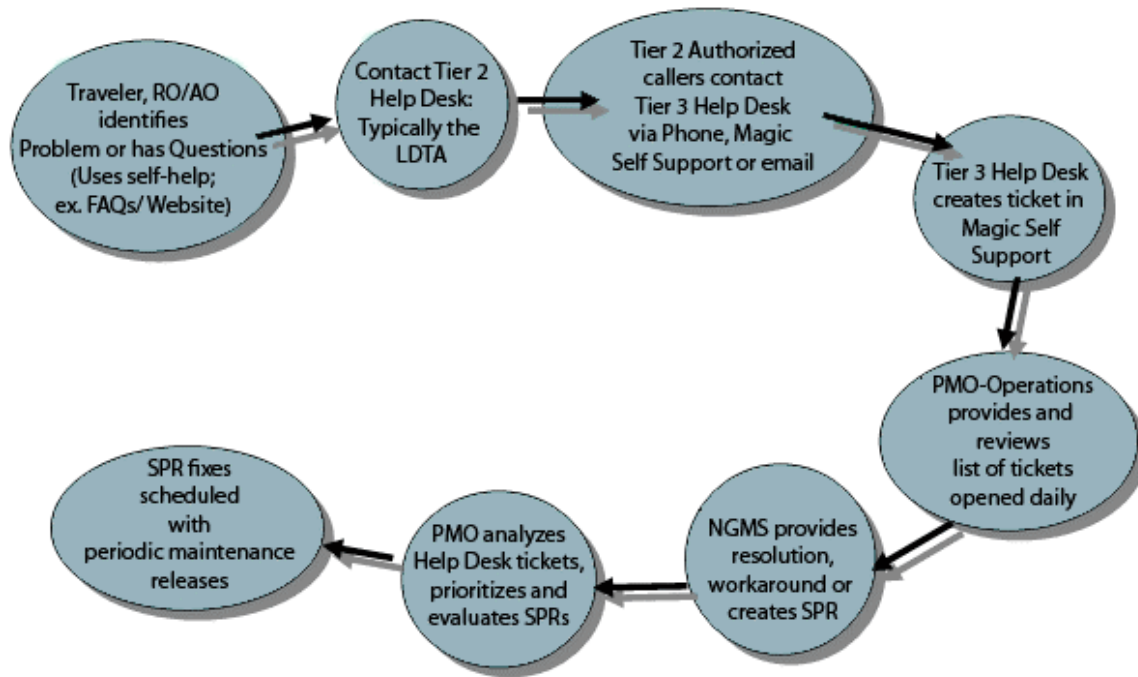


Help Desk Process and Tier Structure



GUIDE:

RO = Routing Official

AO = Authorizing Official

LDTA = Lead Defense Travel Administrator

PMO = Program Management Office

SPR = System Problem Report

NGMS = Northrop Grumman Mission Systems

Help Desk Operations and Resources

The Defense Travel System utilizes a three-tier Help Desk system, which is designed to optimize resolution of problems at the lowest level possible. The Help Desk is structured as follows:

- **Tier 1:** Travelers, Routing Officials (RO), Authorizing Officials (AO), Transportation Officer (TO), Commercial Travel Office (CTO) and Users (Non-travelers).
- **Tier 2:** Organization level (Selected Organization / Organization Members with DTS Knowledge)** The Tier 2 Help Desk is a centralized help desk, set up to directly support all possible DTS operational issues at the site level prior to elevating them to the Defense Travel System Tier 3 Help Desk (DTS T3HD), located at Northrop Grumman Mission Systems in Fairfax, Virginia. The Tier 2 Help Desk is primarily comprised of the Lead Defense Travel Administration (LDTAs) and Organizational DTAs from the site and may include the CTO. It is also the Tier 2 Help Desk's responsibility to keep the DTS user community abreast of all the latest DTS news.

** Please note that only the Tier 2 Help Desk Authorized Caller may contact the DTS Tier 3 Help Desk.

Tier 3: If an issue is unresolved, the Tier 2 Help Desk will escalate the issue the DTS T3HD. The Tier 2 Help Desk serves as the liaison between Tier 1 and the Tier 3 Help Desk in the chain of support for DTS operational issues.

Travelers/ROs/AOs, which make up the End User Support (Tier 1), may elevate unresolved DTS operational issues to the Tier 2 Help Desk. The Tier 2 Help Desk troubleshoots the problem and will work in a timely fashion to seek a resolution, thereby supporting Tier 1 in an efficient and effective manner.

Tier 1 – User/Traveler

There is a wide range of resources at this level to aide the User/Traveler in the process of educating and equipping them with the tools to “Self-Help” their problem to a solution.

Tier 1 support also includes the Defense Travel System Web-Based Training (DTS-WBT), various guide sheets, and updated information on the system that is designed to keep the User/Traveler abreast of the latest changes. The DTS website and the DTS Travel Center website will become the primary resources in problem resolution to the new user of DTS.

Tier 2 – Base Level (LDTA)

This level of the Help Desk involves all of the resources of the Tier 1 and the designated individual person at the Organization that has knowledge of DTS. The individual selected for this position has received Defense Travel Administrator (DTA) training and is considered the local expert. Each organization at an installation may also designate an Organizational DTA to assist LDTA. Calls to the Tier 3 Help Desk should come from the LDTA that are not resolvable at the base level.

Tier 3 – NGMS (Northrop Grumman Mission Systems)

This level of support is designed to resolve all aspects of software application support and infrastructure assistance to all local DTAs designated as the Tier 2 Help Desk. NGMS receives all level-three Help Desk calls, faxes, and emails and is responsible to the PMO-DTS for actions leading to complete problem resolution. NGMS records all contact from the Tier 2 Help Desk, performs evaluation of problem severity, identifies the entity responsible for the problem, and tracks resolution of the problem to customer confirmation. The priorities for the resolution of problems, which may have a system-wide impact, are a joint effort between the PMO-DTS and NGMS.